

Collaborating with Difficult People: Outward Mindset at Work

Part 1: The “difficult people” framework	
My comments, questions:	<p>People are not difficult. They are just _____</p> <p>Five basics of people</p> <ol style="list-style-type: none"><li>1.</li><li>2.</li><li>3.</li><li>4.</li><li>5.</li></ol> <p>Have you heard of the <b>Law of Requisite Variety</b>?</p> <p>It has been applied to fields from computer science to human interactions. But what does it mean?</p> <p><i>In any system of interacting elements, the element with the widest range of flexibility will be the element with the greatest flexibility.</i></p> <p>To that end – Three essential skills:</p> <ol style="list-style-type: none"><li>1. Know what _____ you want.</li><li>2. Pay attention to the _____ you get.</li><li>3. Vary your _____ until you get the desired outcome.</li></ol>
Summary points:	

About the characteristics of people we encounter.	
My comments, questions:	<p>Concept - The conscious competence ladder:</p> <p>* unconsciously unskilled =</p> <p>** consciously unskilled =</p> <p>*** consciously skilled =</p> <p>**** unconsciously skilled =</p> <p>Concept – Thinking about human motivation</p> <p>Do you know someone who seems to ‘choose’ these outcomes?</p> <p>Lose-Lose _____</p> <p>Win-Lose _____</p> <p>Lose-Win _____</p> <p>Win-Win _____</p> <p><b>WHY? What are the payoffs of being ‘difficult’?</b></p>
Summary points:	

Doing something about it!	
My comments, questions:	Three approaches to relationship problems: <hr/> <hr/> <hr/>
	What are the elements that might change? <hr/> <hr/> <hr/>
Summary points:	

Workshop 1: Keys to this approach – Steps to working with ‘difficult’ people	
My comments, questions:	<ol style="list-style-type: none"> <li>1. Evaluate what is happening before taking action.</li> <li>2. Attach a label to characteristics, behaviors. (why do this?)</li> <li>3. Give up “magical thinking”.</li> <li>4. Be a learner in the situation. Seek _____</li> <li>5. Be aware of your own emotional responses.</li> <li>6. Have a strategy for handling the situation.</li> <li>7. Rehearse.</li> <li>8. Reflect after implementing your strategy.</li> </ol> <p>Two more principles to keep in mind...</p> <p>* <i>What is the strongest type of reinforcement?</i></p> <p>* <i>AND doing _____ is doing _____.</i></p>
Summary points:	







































